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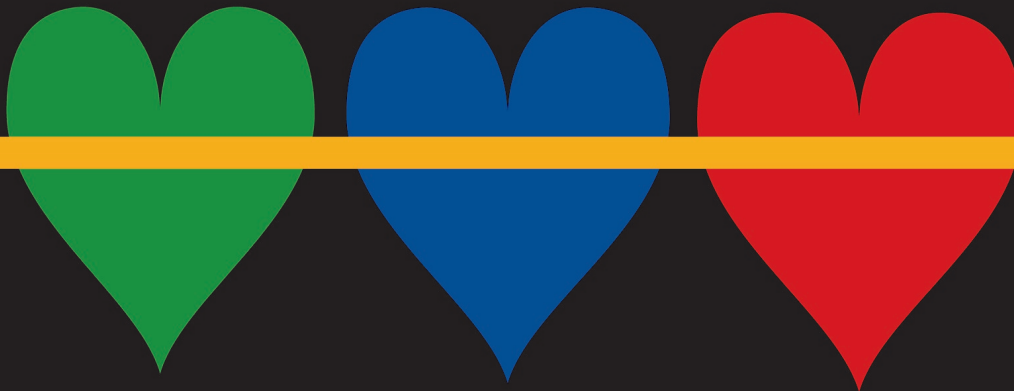
Issue 4

Volume 5

April 2017

Massachusetts State 911 Department Newsletter

Massachusetts 9-1-1 Telecommunicators



*On behalf of the State 911 Department,
thank you for your service.*

Massachusetts

9-1-1

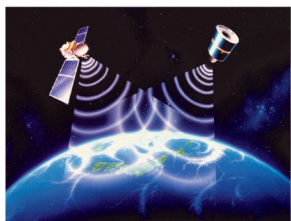
Help is
at your
fingertips.

EMERGENCY



Massachusetts State 911 Department

NEXT GENERATION 9-1-1



There are now one hundred (100) PSAPs migrated to Next Generation 9-1-1. The Automatic Call Distribution (ACD) software continues to be tested and refined. The hardware for Cambridge, which will be the first ACD PSAP migrated to Next Generation 9-1-1, is staged and is being tested. The initial delivery of the hardened ACD jack boxes has taken place. The hardware to outfit the Mobile PSAP to support Next Generation 9-1-1 to “tether”, or be hardwired to a PSAP, similar as we have today, was delivered and is being tested. The State 911 Department is also evaluating satellite and other connection technologies for the Mobile PSAP.

Updates from our Systems Division



Wireless Direct

We expect the first RECC to receive wireless direct calls with the Next Generation 9-1-1 system to occur in May 2017. More meetings are scheduled with the Regional PSAPs and RECCs for wireless direct as we move forward with this important project.



Text to 9-1-1

GDIT has commenced testing text to 9-1-1 utilizing different devices such as iPhones, Android and Windows phones. The State 911 Department expects to start our own rigorous testing in the next month. More configuration changes need to occur before the system is ready for “prime time” and operational processes need to be refined, but this is a promising start.

Updates from our Fiscal Division



The FY 2018 Training Grant, EMD/Regulatory Compliance Grant and the Support and Incentive Grant are expected to be released in May. PSAPs should monitor the State 911 Department's website (www.mass.gov/e911) for this release.



PSAPs are reminded that copies of purchase orders and/or registration forms are not needed for reimbursement requests or Development Grant quarterly reports.



Training Grant and EMD/Regulatory Compliance Grant reimbursements, vendor fees and/or personnel costs, for courses running for more than one day, should be submitted only after the course (all days/hours) has been completed.



It is suggested that PSAPs conduct a review of their FY17 grant awards to ensure all personnel for whom reimbursement will be requested are included on the grant, all goods and services for which the PSAP intends on submitting reimbursement are included on the grant, including quantities, and ensure that the approved budget is properly aligned with anticipated spending. Changes to grant awards cannot be made after June 30, 2017.

Updates from our Training Division

Deployment of PSAPs to the Next Generation 9-1-1 System

If your PSAP has not been contacted by a member of the State 911 Department or General Dynamics with a deployment date, please contact Venus Wheeler at venus.wheeler@state.ma.us or Cathy at Rodriguez cathy.Rodriguez@state.ma.us and they will provide you with a targeted deployment date and also training dates for your staff to attend the 8-hour Next Generation transition training and 4-hour Admin training.

The FY 2017 Annual Certification of Compliance Form is now available on the State 911 website at www.mass.gov/e911

It is imperative that your FY 2017 Annual Certification of Compliance Form be submitted to the State 911 Department prior to July 31, 2017. However, if you have been assigned a Next Generation 9-1-1 deployment date for the month of July 2017, then your FY 2017 form must be submitted as soon as possible so that it can be processed and approved. This compliance process must be completed in order for your PSAP to be awarded funding under the State 911 Department's Grant Programs.

Regionalization Update

The State 911 Department is pleased to announce that the Wachusett Regional Emergency Communication Center, operating at the Holden Police Department, has expanded its operations to incorporate the Town of West Boylston effective April 4, 2017. Congratulations to the WRECC!

Fiscal Year 2018 Development Grant

Please be reminded that the Fiscal Year 2018 Development Grant application deadline is Monday, May 15, 2017, at 5:00 p.m. The Grant Guidelines and application form are available on the State 911 Department website at www.mass.gov/e911.

Massachusetts Equipment Distribution Program



The Massachusetts Equipment Distribution Program (Mass EDP) offers a variety of adaptive telephones for Massachusetts residents with a permanent disability. There is a simple application process that verifies the applicant's residence and disability. If the applicant's annual income is \$50,000 or less, there is no charge for the telephone.

For an application or more information about Mass EDP, visit the website at www.mass.gov/massedp or call our customer service center at 1-800-300-5658 voice/TTY.

This month we are featuring the **Serene RCx1000** telephone. This particular phone is designed to assist people with motion disabilities.



Features:

- *Large 3" speaker for "best in class" sound quality, volume and clarity
- *Voice activated answering for incoming calls
- *90dB+ loud ringer
- *32 one-touch memory buttons for easy dialing of frequently called numbers
- *Missed call indicator
- *Mic sensitivity switch
- *Flash hook switch
- *3.5mm multimedia jack for headphone
- *3.5mm multimedia jack for microphone
- *Battery back-up (Six NiMH rechargeable AA batteries included)
- *Wireless remote with AC adapter power and battery backup (One 12V battery included)
- *Wall mountable
- *Speakerphone dimensions: 8.5" W x 2.5" H x 10.25" D
- *Wireless remote dimensions: 1.75" W x .3.125" H x .875" D